

CARRIAGE OF DOGS –HANDLING POLICY

DUBLIN VIKING AND LIVERPOOL VIKING

Norfolklane acknowledges that cyclists, foot passengers and vehicle passengers may wish to travel with their dogs. The aim of this policy is to help facilitate this whilst ensuring the Health and Safety of all our passengers, staff and crew and that our facilities are treated with respect and high standards of hygiene are maintained.

Dog owners' responsibilities and liabilities:

- It is recommended that dogs are exercised prior to arrival at the Terminal as exercise areas are minimal and once onboard the dog will be confined to a kennel for the duration of the crossing.
- Dogs must be kept on leads and under control at all times.
- The dog's owner will be responsible for the actions of the dog whilst on Norfolklane property or vessels. Any claims arising from the carriage of the dog will be for the liability of the dog owner.
- Dogs should not be brought into any of the Terminal Buildings but should be tethered outside.
- All dog foul should be cleaned up by the dogs owner and disposed of in the bins provided. Pooper scoop bags are available from security.
- Once onboard the dog must be placed in a kennel on the decks, access to decks is strictly forbidden whilst at sea.

Procedures at Check in and Loading:

- Car Passengers, travelling with their dogs, should be asked if they intend to put their dog in a kennel or leave it in their vehicle. If the former, their boarding card should be claused so that onboard receptionist can allocate them a kennel. They should be instructed to report to the onboard receptionist.
- Check In staff must notify security of any foot passenger or cyclist arriving with a dog.
- On Check In staff must issue the passenger with an agreement for carriage stating the owner's responsibilities and liabilities and the owner must sign this agreement prior to being checked in.
- Foot passengers and their dogs must be bused down to the vessel and whenever possible should be carried without the presence of other passengers. In the case of a cyclist the cycle should be loaded onto the bicycle trolley and the passenger and dog carried down to the vessel by bus.
- Once onboard the passenger should be directed to a kennel and given what assistance is necessary, however, staff and crew should not get involved in the handling of the dog at any time.
- On arrival at the destination Port the passenger and dog need to be bused back to the Passenger Terminal and whenever possible without the presence of other passengers.
- Staff and Security should be vigilant whilst passengers and dogs are on the Terminal ensuring they keep within safe areas and that if they have any concerns regarding the behavior of the dog that this is brought to the attention of someone in authority i.e. Shift Manager, Passenger Supervisor, and Superintendent Etc.